

# FMCSA Field Systems Group

## TECHNICAL BULLETIN



**Subject:** Packing and Shipping Gateway Solo Laptops  
**Distribution:** All Federal users (Please distribute to State partners ASAP)  
**Date:** Jul 28, 2000

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**Symptom(s):** Laptop fails to boot or shows signs of external damage when received at FMCSA Technical Support..

**Cause:** Inadequate precautions taken when packing and shipping the laptop.

**Resolution:** When preparing a laptop for shipment to FMCSA Tech Support for service, the following instructions apply:

- Ship the laptop in a suitable sturdy package with foam or bubble wrap;
- A minimum of two inches of foam or bubble wrap should surround the Laptop;
- The Laptop should not move in the shipping container;
- The AC adapter cord should not be wrapped around the adapter;
- The LCD panel should be located in the center of the container with packing material separating it from the side of the container;
- Any and all data files should be backed-up locally, if possible;
- If active, the Windows password should be disabled;
- A copy of the FEDEX tracking number and the laptop serial number should be maintained locally. This is important in case of damage or loss.

FMCSA Tech Support maintains a limited supply of suitable shipping containers and materials. Contact FMCSA-Technical Support @ (617) 374-5090 with questions or concerns regarding these instructions.

[Tech015 Hardware Packaging.WPD, 2/23/01]